

**SPECIAL MEETING  
COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS**

**June 12, 2006**

**4:30 PM**

Chairman O'Neil called the meeting to order.

The Clerk called the roll.

Present: Aldermen O'Neil, Lopez, Smith, Forest, DeVries

Messrs.: Aldermen Roy and Long, Paul Borek, Kevin Sheppard, Tom Arnold

Chairman O'Neil addressed item 3 of the agenda:

3. Transition plan relative to Traffic and Parking responsibilities to be presented by Paul Borek, Economic Development Director and other City staff.

Chairman O'Neil asked Paul do you want to bring people up as needed, do you want to bring them up now, how would you like to proceed? Do you want to start the discussion?

Mr. Paul Borek, Economic Development Director, replied why don't we start with the Parking Division. Included in your package...a transmittal memo which is an outline of the transition plan for the Parking Division...3 pages dated June 12<sup>th</sup> and al an ordinance prepared by the Solicitor effecting the change of the Parking Division to report to the Manchester Economic Development Office. I'll just walk you through and highlight the plan. The Parking Division would consist of the Parking Manager, the Parking Administrator and three Meter Technicians...two of the meter positions are filled and one is presently vacant. The administrator handles parking permits and leases, parking meter bags, garage revenues and the entering of garage revenues and expenses into the HTE system. The meter technicians maintain the meters as well as collect coin revenue using the rolling carts. The Division operations out of the Hayward Street Traffic building...the Parking Administration office is on the first floor on the corner. In additional a secure parking meter repair shop/coin processing area and inventory cages are located in the lower level of that building on Hayward Street. The Traffic Division owns and operates a panel van and the Division runs the Victory Garage and vehicle and equipment contained in the Victory Garage including items like a

pick-up truck, snowplows, sweepers, salt and other items. The garage is operated under contract by National Garages. To effect the changes requested by the BMA and the Committee it was recommended to improve customer service and allow for hands-on supervision of parking operations in the downtown and the Millyard that the administrative offices be relocated to City Hall until the parking manager is hired during the transitional period. I believe it would be valuable for the parking administrator to be located downtown and have better access and closer access to the parking garage, the parking meters, the parking spaces as well as work closely with myself in gaining a better understanding of the parking system and the relationship of the parking system to economic development and the building owners. It is anticipated that this relocation would occur sometime after July 1<sup>st</sup>, after the permit renewal period. Right now, many of the customers pick up their permits at the existing office on Hayward Street...it wouldn't be appropriate to rush a locational change until the renewal period is over and then adequate notification and promotion is given to the public to point out where the new parking administration office is...there is a fair amount of walk-in business. The meter technicians would continue to work out of the Traffic building for the time being until the parking manager is hired and a suitable location downtown, perhaps in the Millyard, is identified for both the parking administration office and the meter technician shop. It is recommended that the meter technician's check into the administrative offices as they travel to and from their routes which are all located in the downtown and Millyard...payroll would be entered by the parking administrator and reviewed by myself the MEDO Director prior to approval...the same would be true with accounts receivable and purchasing. The parking staff during the interim would report to my the MEDO Director and upon the hiring of a parking manager the Parking Division staff would report to the parking manager and of course the parking manager would report to the MEDO Director. The parking manager position as recommended by the Board and Committee has been posted and is advertised and is anticipated that this position would be filled within the next one to two months. Also, the MEDO Director with the assistance of the parking administrator will oversee the management contract for the Victory Garage. Finally, after the parking manager is hired it has been the recommendation of many of the department heads...I believe as I understanding including Police that the parking control officers report to the parking manager as part of the Parking Division, however, it is recommended that that take place perhaps after the parking manager is on board...there is no need to rush into that at this time but at an appropriate time in the future it might make sense to coordinate the parking control officer routes and effectiveness and enforcement with some of the policies that the parking manager will be identifying and wishing to implement. As I mentioned an ordinance identifying some of these changes has been prepared by the Solicitor's office. Also, I need to mention that the contract for the management of the Victory Garage expires on June 30<sup>th</sup> and it's

recommended that this contract be extended for another six months to allow for the parking manager to take charge and determine whether to bring the Victory Garage operations in-house or re-bid the management of the garage to an outside firm. And, just one more update I wanted to present the request for proposals for the Pay Station Smart Meters will be advertised tomorrow and we anticipate receiving proposals in July. You might recall that the Pay Station Smart Meters are anticipated to help us better manage the system and also be more efficient and generate a greater increment of revenue. That concludes my overview of the transition plan as it relates to the Parking Division. Other issues may arise but I believe with effective communications and interaction not only between myself and Denise and the parking technicians and also Jim Hoben and the Traffic Department and the Highway Department I think we can work things out effectively. I really look forward to the opportunity because I think it would be beneficial for the economic development of the City and the downtown and the Millyard.

Chairman O'Neil stated before we go to questions I just want to thank staff for getting together on very short notice and coming up with some recommendations. We had not given clear direction on what we were looking for so I want to thank all the staff that got involved and tried to iron out some of these issues in less than a week and I think you've done a nice job in presenting all the issues and with that I will open it up to questions from the Committee.

Alderman Lopez stated on your bullet point the parking manager is posted and advertised and anticipated that the position would be filled in one or two months...is there a team, somebody to help you hire this individual?

Mr. Borek replied yes absolutely. I anticipate pulling together a team that would include Finance and perhaps others.

Alderman Lopez stated in reference to the PCO's...the conversation...you may want to read the minutes when the Deputy was here...I think he is going to need some type of an agreement because these PCO's have radios and they're in communication with the Police if they see accidents and such so that the parking control officer doesn't totally take them away from added police duties so to speak...an inter-department agreement so that the PCO's know exactly what they're capable of doing and can't do, etc.

Chairman O'Neil stated if I may interject just on that item I think that at one of our previous meetings we agreed that that could be...that the PCO's could be something that is put off for a little bit...the only difference would be if they remained at the Police Department on an interim basis...whether it's three months,

six months, a year...that their salaries and such would be chargeable to the Enterprise system. It's just a little accounting issue. For me personally I thin the verdict is still out on whether or not...I know it was the consultant's recommendation but I'd look at the pros and cons...are there advantages that they remain at Police or advantages if they come to the Parking Enterprise system but in my opinion that should be the last thing for you to worry about other than making sure there's somehow a way to pay them.

Mr. Borek stated point well-taken and after we get through this we'll put together an evaluation of the pros and cons.

Alderman Forest stated one has to do with parking control officers but I know Deputy Simmons was here and in the process of voting on this about the computer system and about the information from State Police and the FBI about listing on cars...is that going to be part of a negotiation to get somebody certified in your department to get that information if needed because a civilian cannot do it and unless they have some kind of a police power they won't be able to get that information which sort of makes a parking control manager sort of dead in the water if he can't find out who owns the vehicle and the time to boot it and the time to collect on a parking ticket.

Mr. Borek stated I think that's a very good point and initially we'll have to address in greater detail. It was my understanding and very elementary to date that the access will be limited to and available to the Violations Bureau but that the parking control officers can interact with the Violations Bureau but not necessarily have to plug in directly to the State database but I need to explore that in greater detail.

Chairman O'Neil stated again Alderman Forest my suggestion would be that there are some bigger issues to worry about than moving the PCO's over and as long as there is a mechanism in place for the Police Department to charge the Enterprise Fund on July 1<sup>st</sup> we can move them over three months from now, six months from now...I agree with you, I think there were a number of issues to work through and I'd just hate to see this whole thing get bogged down on that and the rest of it gets kind of lost.

Alderman Forest stated in the transition...I know we're planning for this to occur on July 1<sup>st</sup>...looks like on June 30<sup>th</sup> we're going to have a Traffic Department and on July 1<sup>st</sup> it's going to be separated. The question I have is the transition between July 1<sup>st</sup> and when all of this actually starts you mentioned about the customers

renewing at the Traffic Department...how will the customers be notified that this is going to be in effect and how long do they have and where do they go in order to renew their licenses?

Mr. Borek replied that's a great question and we anticipate the operation staying where they are for this July 1<sup>st</sup> renewal period so that the customer will not have to go to a new location until later on in July and actually we'll put together a transition plan, a communications plan that would illustrate how we would communicate in writing to the pass holders and by other means and how much time we should allow for that communication to take place before the administrative office is actually relocated.

Alderman Forest stated I spoke to Denise today and of course I never even thought of that but a lot of the meters have the stickers on them that if you have any complaints call this number which is the Traffic number. Is there going to be some kind of a message left at the Traffic Department after July 1<sup>st</sup>, are these stickers going to be changed and put a correct number, how are these people going to know if they call and it's not there anymore, how are they going to be referred to your office?

Mr. Borek replied the parking operations will stay at the Traffic Division for the early part of July we envision and we still have to talk with, we have to interact with the professionals and the Highway Department and Traffic to sort out the phone numbers. It would appear to me perhaps that there are quite a few customers that deal with the parking office if it's possible to keep the Traffic number associated with parking it might provide the greatest benefit to the public. If not, because of the relocation or for one reason or another then we'd have to again notify all of the pass holders in writing, by mail and communicate in other forms to make sure that that happens. I believe if there are monthly bills we could handle it in that manner as well. But, we would put together a transition plan that deals with the public access and phone system.

Alderman DeVries stated in reference to the transition plan with yourself and Denise are feeling that you are not at a point where you should be shifting the operations for parking from the current location to City Hall with you is that optional that you would let that stay for a longer period of time until everybody is comfortable that the communications and the transition plan are up and running and you are ready to make the move.

Mr. Borek stated I would agree with that. We would want to make sure that the transition works for the staff and the public and particularly for the public. In terms of adequate notification communications and any action.

Alderman DeVries stated to follow-up on that I guess I don't foresee that there's a particular sense of urgency that there might be something added to the transition plan that the new parking director would bring in to the scope. Unless there is a piece that you are looking to have fulfilled within your office that is essential to your education and process I'm not sure there's any sense of urgency in making the move.

Mr. Borek stated I think it would be important to me to communicate to the pass holders in the downtown that parking is a priority downtown and that the parking operations will be relocated downtown to better serve the public and also to provide close interaction between the parking administrators and the actual system on a day-to-day basis and looking at the operation and the use of parking lots and spaces and facilities. I believe it would be extremely helpful for that reason.

Alderman DeVries stated I don't disagree with you I'm just thinking that the other half of the transition plan is going to have to be with the Traffic function in their communications and support personnel through Highway and I just wouldn't want to see it speeded up to serve one function and forget about the other...they need to be synchronized. You mentioned that the Victory Garage lease is up June 30<sup>th</sup>...have you approached the Public Safety and Traffic Committee because that would be the body that would initiate the renewal, extension?

Mr. Borek replied no not as yet. I believe there's a meeting next week.

Alderman DeVries asked if we don't have a renewal in place by June 30<sup>th</sup> it seems like that's happened before...is that an issue?

Deputy City Solicitor Arnold replied not that I'm aware of. As you pointed out in the past certainly I think both parties have not been as diligent as we might have been in getting that renewed but it doesn't appear to have been a problem from the management company.

Alderman DeVries stated my suggestion of course would be to initiate that through the Traffic Committee. You mentioned that you were going out for an RFP for the pay station and I would ask is the consultant that we utilize for the Traffic Study available for a review of the RFP's as well as potential applicants?

Mr. Borek replied I believe we've been in touch with the parking consultant regarding recommendations to send the RFP to qualified vendors and we have a list of qualified vendors and I believe the Finance Department will be helping me with distributing those to the qualified vendors recommended by the parking

consultant. I have not spoken with the parking consultant about review of the proposals but I can do that and I can't see why they wouldn't be interested in helping with that.

Alderman DeVries stated final comment in that vein...do you have any concerns that we are going out to RFP ahead of hiring our new parking czar who may have a different technology that he favors over what the consultant recommended?

Mr. Borek replied I hadn't thought about that specifically. We can solicit proposals and see where we stand in the hiring process for the Parking Manager and I'll double check the RFP to make sure that we don't have to aware by a certain date...I think we have flexibility...we might be able to educate ourselves and begin reviewing the proposals and see if that coincides with the hiring of the Parking Manager and maybe delay an award until the Parking Manager is up and running. But, that's my first thought about that.

Alderman DeVries stated the reason I mention that is it was brought to my attention that there are competing technologies. For instance, some municipalities have looked at or implemented a system where you can actually call a phone number which is a computer that charges for so much so you don't actually have to walk down to a pay station and as you can imagine for handicapped that is one of the shortcomings with the pay station technology and if there's a computer managing and always aware of who's parking where and for how long I guess it ties in that management automatically at any moments notice you know what the utilization is. So, there are other technologies out there. Now, of course, the shortcomings with that technology is not everybody has a cell phone in their car to make the phone call so I'm sure there are pros and cons with any of these systems that we're looking at but it was brought to my attention that there are other technologies being implemented that are useful.

Mr. Borek stated I believe the technology we're soliciting in the RFP encompasses real time computer access to the meters via wireless telephone communications. So, I believe we'd be looking for something that would provide radio access through the computer system on an instantaneous basis.

Alderman DeVries stated my final recommendation would be that that RFP not be so focused that it precludes other technologies if that's possible. Thank you.

Alderman Smith stated going back to the Parking Manager...Human Resources sent this out on Wednesday, May 31<sup>st</sup>...it's been open now nine working days...the closing date is "open until filled". I'd just like to know and it's been addressed to you...you said Finance might be involved...you're involved, your

office...what about Human Resources and who else because I'm very interested in this because the qualifications are quite stimulating in here...so I don't know if equal experience will work into this or not...public administration, engineering, planning...it's quite vivid. I don't know if you could get somebody for the price that you've got down here.

Mr. Borek stated Human Resources was involved in the preparation of the solicitation and the job description as was Finance and I would anticipate working with those departments and others as needed to review and evaluate the candidates that come in.

Alderman Smith stated I noticed this plan is subject and I thought this is the way we were going to go which I still disagree with which is the plan is subject to the Board of Mayor and Aldermen assigning the Traffic Division's responsibility to the Highway Department...that's the avenue you're taking?

Mr. Borek replied yes. I believe Kevin Sheppard is prepared to address that aspect of the transition.

Alderman Smith stated my question to you right now to keep everything stable...I would suggest to keep the Traffic Department in tact with Denise and all the techs and so forth until a Parking Manager comes on and let him decide who goes where. It's quite different from this proposal here...you're putting everything on to the Board of Mayor and Aldermen.

Alderman Roy stated a brief comment more than a question. In the proposal it just mentions suitable housing for the Parking Division either a suitable location downtown or in the Millyard. I would caution that we should not be renting property.

Chairman O'Neil stated if I may give my opinion on that then we need to find some public space that's available...I know Mr. Borek because I've spoken with him about this...taking a look to see if there's a way to make it work somehow in the City Hall Complex. I think he needs to work with the Clerk's office in a little more detail to see what's available but we do have limited space in the downtown area so that may end up being an only option and I think that it's important that the parking system is in the downtown area. Just a few comments from me and then we'll have Mr. Sheppard come up and talk about the Traffic Division with the Public Works Department. Number one, I appreciate everything you did. We should not hold up this whole thing or moving forward with a Parking Manager. We know we're going to attempt to hire a Parking Manager...I do share the concerns of the qualifications...are we actually going to find somebody with the



educational background that is required. I don't doubt that we'll find people with some of the practical experience and we may need to be prepared to adjust that at some point because it's a pretty rigid requirement and I'm just not sure how many people are in the area or how many people come to Manchester, NH and I think the reality in the meantime that is going to fall on Paul and Denise to make sure the system works. Again, I think we can worry about the parking control officer issue down...we have too many other issues to address and I don't think that should take up too much time currently on that. I do agree with whoever comes aboard as a Parking Manager that he or she need to be involved with this Smart meter situation because you'd hate to have selected something...you bring on somebody and they have experience that that product doesn't work, etc. because ultimately you have to live with it because you're the department head but they have to live with it as working for you and trying to carry that out for you. Paul, do you need us to take any formal action on our end? Do you want us to endorse the transition plan...we'll hear from Mr. Sheppard regarding your side and the Parking Enterprise system moving over to your responsibility...do you need us to take any action...send the ordinance anywhere, etc.?

Mr. Borek replied I believe that would be necessary to move forward with the appropriate administrative structure and reporting requirements.

Chairman O'Neil stated including the ordinance.

Mr. Borek stated yes.

Alderman Lopez moved

Alderman Lopez moved to accept the transition plan of the Parking Division as submitted and recommend that the Board immediately adopt Ordinance "Amending Chapter 70 Motor Vehicles and Traffic of the Code of Ordinances of the City of Manchester by adding §70.44 Division of Parking Management and Operations; adding §70.45 Duties of the Division of Parking Management and Operations and by Amending §70.46, §70.47 and §70.48." Alderman DeVries duly seconded the motion.

Alderman DeVries asked before this is finalized is there anybody else that needs to weigh in on this?

Chairman O'Neil replied we're going to talk to Mr. Sheppard about the Traffic Division of the Public Works Department side.

Chairman O'Neil called for a vote on the motion. The motion carried with Alderman Smith duly recorded in opposition.

Chairman O'Neil stated I know you folks were involved, I don't know if it was you and/or Frank at the meeting that happened last week. Do you just want to update us on where you believe from your side regarding the Traffic Division.

Mr. Kevin Sheppard, Deputy Public Works Director, stated Frank and myself and a few of us from our department attended a meeting last Thursday...very productive with the employees of the Traffic Division administration office and Paul Borek. Based on his proposal we put together a transition plan for the Traffic Division into the Highway Department. I'm hoping that you did get a copy of it. A few of the highlights of the transition plan would be that it's our intent to keep the Deputy Director of Traffic...he'd be overseeing the Traffic operations as a Division Manager within the Highway Department. Our plan is to keep the Deputy Director over at the Traffic Department, he'd be overseeing the daily operations of the Traffic Division which should become a division of the Highway Department. Obviously, that's subject to the Board of Mayor and Aldermen approval. Some of the duties would be moved over to the Highway Department such as dispatching (employees and trucks), payroll...their employees would punch in and out at the Highway Department time clock allowing our payroll employees to process Traffic payroll, a lot of the administrative duties meaning requisitions, purchase orders...we anticipate the Deputy Director initiating requisitions but all PO's and payments being made out of the Highway Department administration. One of the other things we looked at is if the Deputy Director is out of the office on vacation there is no one to back him up so we were looking at our Chief of Street Operations working...attempting to get to know the operations over at the Traffic Division so should he be out on vacation or should he be out sick he'd have the ability to take over at least to sign the day-to-day operations for the field personnel in the Traffic Division. I think that covers a lot of the highlights on the transition.

Chairman O'Neil stated you've got a couple of pretty good foremen over there too that can assume some of that responsibility in the two various operating groups that they have. Any questions of Mr. Sheppard.

Alderman Smith stated who gives Mr. Hoben direction for purchases for Traffic?

Mr. Sheppard replied if I understand the question...Jim would be reporting...the intent would be the Deputy Director reporting to Frank or myself. So any major purchases typically as we work within our department all major purchases have gone through Frank or myself but all in all Mr. Thomas has allowed for example in our Facilities Division our Chief Facilities Manager oversees the day-to-day operations of his budget. We don't get involved in the small purchases or the

purchases that are required to make his operations work on a daily basis. He has his own budget and that would be anticipated here...the Traffic Division would have its own budget separate from the Highway Department, which Jim would have to manage, but with the oversight of Frank Thomas or myself.

Alderman Smith stated I noticed that you have the Director of Street Operations, I believe that's the one that's responsible for snow removal and street resurfacing and he's going to have a dual hat then, he's going to be doing this too.

Mr. Sheppard stated at the current time that's the thought after last Thursday's meeting is to have him perhaps fill in during those times that the Deputy Director is absent.

Chairman O'Neil stated it's only to fill in if Mr. Hoben is out either on vacation or sick or for another reason.

Mr. Sheppard stated obviously the Chief of Street Operations would work with the Deputy Director over at Traffic if there's an anticipated vacation he'd work with him and hopefully they'd work out the job schedule over the next week or two weeks whatever it happens to be that he's on vacation. Obviously, if he's out sick the Chief of Street Operations would have to have a better idea of what typically goes on on a day-to-day basis over there. We plan vacations...it's not as if Mr. Hoben would be calling us Friday and saying he's going out on vacation and then leaving us for two weeks without having a plan for the next two weeks.

Alderman Smith stated I believe in direct services and this is going to be an indirect service...the only reason why I say that is the Highway Department's involved with a lot of emergencies like flood and trees down and street repairs and such...why my contention is that if I do have a complaint...like a traffic sign is down I'm going to have to probably call the Highway Department more likely especially on a weekend.

Mr. Sheppard stated our dispatch right now handles emergency calls for the Traffic Department and that's our proposal...our dispatch would not only handle emergency calls but day-to-day calls over the radio for Traffic...dispatching duties. But, we see our Deputy Traffic Director overseeing the day-to-day duties. For example, if there's an issue again I'll refer it to our Facilities Division, if there's an issue within one of the buildings, schools or city buildings. A lot of times people call our Facility Manager directly and that's the way we see the contact being made. We prefer people to contact that division manager directly.

If it's a larger issue yes Frank or I want to be involved in it but Frank has done a great job I believe in managing our department in allowing his division managers to manage and not getting involved in the day-to-day activities within those divisions.

Alderman Smith stated I certainly hope that we get direct services because I think that we'll probably be getting indirect services...I'll call on the weekend and it will be the dispatcher...whether that information gets to the proper authorities I don't know and before it did.

Alderman Lopez stated a comment for my colleague...if there's not direct service we'll change the instructions that they report to the Traffic Committee.

Alderman DeVries stated I would just ask you to consider the conversation we had with the Economic Development Director about the telephone number that there may be some practicality to having that number follow the Parking Division. It's nothing for us to decide that's just a conversation to continue and to see whether it makes more sense for the known number to...

Mr. Sheppard stated one of the thoughts I had...typically at the Highway Department we like to have a person answer the phone but in this case it may be best to have the answering system pick up and if it's the Traffic Division then it rings to the Deputy Director's office, if it's parking operations we can work with Information Systems and possibly get that phone call transferred down to the MEDO office but there are ways of answering the phones.

Chairman O'Neil stated we've been through a similar transition in city government when the Public Works Department assumed their responsibility of the Facilities Division and I think we've seen the success of that. You let your folks at the Facilities Division run the division...you and Mr. Thomas are there to provide support if necessary and I've got to be honest and I won't do a comparison that the status of the Traffic Department now versus where Public Building Services was at the time you assumed that because they're not...the Traffic Department is doing a great job but we certainly have seen great improvement in services since you folks took over the Facilities Division and I think you're to be commended for that and I believe you're going to follow the same model as you have in that transition and it's been very successful and the winner at the end of the day is the citizens of the City, so with that I'll open it up to Alderman Long.

Alderman Long in reference to the third bullet from the bottom of the transition plan...Meter Pole Installation...the second sentence..."meter setting and maintenance will be performed by parking operations"...I'm not sure that within the Parking Enterprise system if we had anybody, any maintenance people per se for maintenance, is that just programming?

Mr. Sheppard replied in our discussions last Thursday from what I understand they could probably answer that better. My understanding is that meter technicians take care of setting the meter and maintaining them.

Chairman O'Neil interjected the meter head itself...not the post.

Mr. Sheppard stated the post themselves would be maintained by the Highway Department. I believe that's the way it works now...those three meter technicians are working on the heads and maintenance of them.

Alderman Long stated with these Smart meters let's say someone was to run into one...the Parking enterprise system would just be responsible for the programming, taking care of the heads, the details of it. As far as maintenance, physical maintenance on these Smart meters that would revert to the Traffic Division.

Mr. Sheppard stated no the Traffic Division would be responsible for setting the poles but again it may be best to have Mr. Hoben up here and maybe he could better explain how the separation works but from what I understand the Traffic Division would take care of the setting of the poles...if a pole gets damaged or a new pole needs to be installed. Once that pole is set the Parking Enterprise would be setting the new meter.

Chairman O'Neil stated I think without seeing these new kiosks I think there's going to be a little transition on how much work is involved other than I remember specifically asking Mr. Lutz the consultant it's pretty much you set them on the ground and there's four bolts that anchor to the ground...I'm not even sure you need to pour a pad or anything for them. I've never seen one and I'm not sure anybody else has so that might be a fine line we need to work around a little bit but I think everybody's capable.

Alderman Lopez moved to approve the transition plan for the Traffic Division as presented by the Highway Department. Alderman Forest duly seconded the motion. There being none opposed, the motion carried.

There being no further business to come before the Committee, on motion of Alderman DeVries, duly seconded by Alderman Smith, it was voted to adjourn.

A True Record. Attest.

s/Leo R. Bernier  
Clerk of Committee